

MEMBER SERVICES DIVISION DASHBOARD

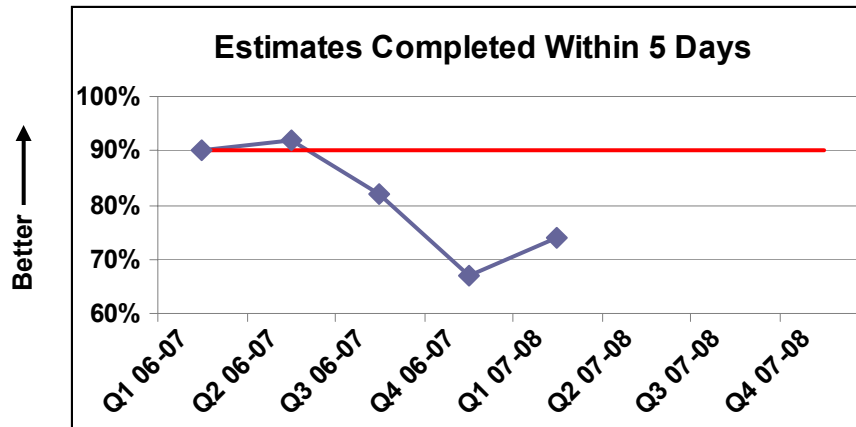


STRATEGIC GOALS:

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of workable estimates completed within 5 days of receipt.



Target: 90%

Year	Q1	Q2	Q3	Q4
2007-08	74%			
2006-07	90%	92%	82%	67%

INITIATIVE: *Improve Customer Service*

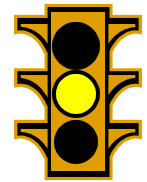
Initiatives	Milestones
<ol style="list-style-type: none"> 1. Fill Estimate Unit positions immediately upon vacancy. 2. Assist with technology enhancements. 3. Assess staff capacity. 4. Implement additional marketing and communication for members to better utilize self-service tools. 	<p>By June 30, 2008:</p> <ul style="list-style-type: none"> • Complete online and system technology enhancements. • Complete PSR documentation of business requirements. • Continue training, marketing and communications.

COMMENTS:

- This table represents the percentage of retirement estimates that were completed within 5 days of receipt.
- Staff hired in May and August continue to be trained. As training progresses, this completion rate will continue to improve.
- The volume of estimates that require staff intervention has increased from a historical average of 24% to an average of 34% in 1st Quarter 2007-08.

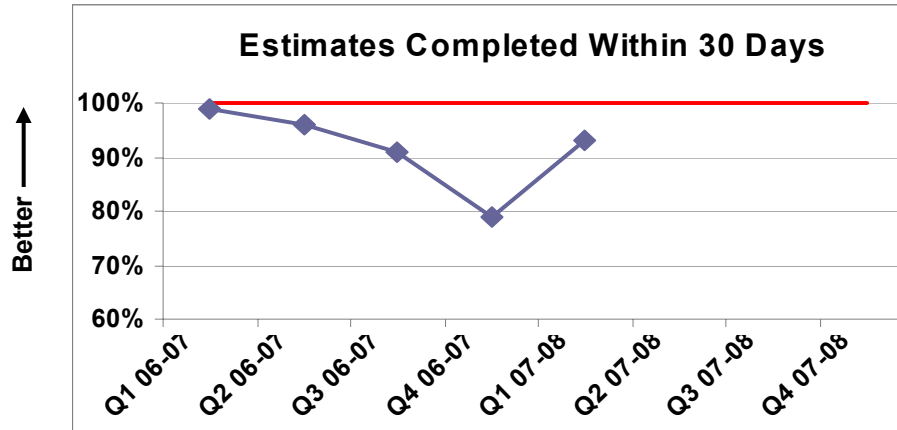
1st Quarter 2007-08

MEMBER SERVICES DIVISION DASHBOARD



STRATEGIC GOAL:

VI. Administer pension benefit services in a customer oriented and cost effective manner.



INITIATIVE: *Improve Customer Service*

Initiatives	Milestones
<ol style="list-style-type: none"> 1. Fill Estimate Unit positions immediately upon vacancy. 2. Assist with technology enhancements. 3. Assess staff capacity. 4. Implement additional marketing and communication for members to better utilize self-service tools. 	<p>By June 30, 2008:</p> <ul style="list-style-type: none"> • Complete online and system technology enhancements. • Complete PSR documentation of business requirements. • Continue training, marketing and communications.

MEASURE:

Percent of workable estimates completed within 30 days of receipt.

Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	93%			
2006-07	99%	96%	91%	79%

COMMENTS:

- This table represents the percentage of retirement estimates that were completed within 30 days of receipt..
- To improve customer service and provide more timely retirement estimates, we have recently implemented a new processing system in which estimates are completed in both retirement date and receipt order. Therefore, requests with an approaching retirement date will normally be completed before estimate requests with a future retirement date.
- Estimates requiring time-consuming staff intervention have increased from an historical average of 24% to an average of 34% in 1st quarter 2007-08. Staff has worked overtime to improve the 30-day completion rate and to address this increased workload.
- We are continuing to work on system technology enhancements that will allow the system to automatically complete some types of retirement estimates that currently comprise this type of workload.

1st Quarter 2007-08